

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

II. NAME OF CATEGORY-‘OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY’

1. Coverage – Geographical and Demographic:-

(i) Comprehensiveness of reach of delivery centers

All Educational and Training Institution in West Bengal namely schools, colleges, vocational training centers, madrasahs, SSK, MSK, Open Schools, Open Universities, ITIs, Nursing Training Institutes, Professional Institutes like Engineering and Medical Colleges etc.

(ii) Number of delivery centers

12407 delivery center's

(iii) Geographical

(a) National level – Number of State covered

1

(b) State/UT level- Number of District covered

20

(c) District level- Number of Blocks covered

342

Please give specific details:-

Blocks (342), subdivisions (65), schools (13136) including madrasahs, SSK, MSK, Open Schools and colleges (690) and other similar educational institutions.

(iv) Demographic spread (percentage of population covered)

Beneficiaries covered under the scheme are 1788166 till date.

2. Situation before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

Major challenges have been found where child marriage & trafficking is high along with female school dropouts, Infant Mortality Rate (IMR), Maternal Mortality Ratio (MMR), malnutrition and girl child labour is being addressed.

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3. Scope of Service/ Activities Covered (Extent of e-enablement in terms of number of services, extent to which steps in each service have been ICT-enabled #)

3.1 Extent of e-enablement in terms of number of services

Kanyashree Online 2.0 is an Online system. The website facilitates Online submission of applications from all educational and training institutions in the state. Scrutiny verification and sanction of applications are done electronically phase wise at institution, block, district and state level.

3.2 extent to which steps in each service have been ICT-enabled

It is end-to-end web based system right from the school level which is the data entry points for registration within the system.

4. Stakeholder Consultation (Give details about type of stakeholders consulted, number of stakeholders consulted, stages at which stakeholder input was sought, any user satisfaction study done etc. #)

4.1 Type of stakeholders consulted

Department of Women Development and Social Welfare in collaboration with the following departments:

Finance Department, Department of Higher Education, Department of School Education, Department of Health and Family Welfare, Department Panchayat and Rural Development, Department of Minority Affairs and Madarsa Education, Department of Mass Education Extension and Library Services, Department of Sports and Youth Services, Department of Technical Education & Training, Department of Information & Cultural Affairs, Department of Municipal Affairs, Department of Backward Class Welfare, Sarva Shiksha Mission.

International Organisation: UNICEF Office for West Bengal

Technical Support: NIC- West Bengal

Institutions: Teachers and students of schools, colleges, vocational training centers, madrasahs, SSK, MSK, Open Schools, Open Universities, ITIs, Nursing Training Institutes, Professional Institutes like Engineering and Medical Colleges

Banks: All nationalized and private banks having NEFT facility

Elected Representatives: All state MPs, MLAs and elected

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representatives of Urban Local Bodies and Panchayati Raj Institutions

Community: Sensitization through print and electronic media, hoardings, leaflets, brochures, traditional dance forms/art forms and short documentaries.

4.2 Number of stakeholders consulted

23

4.3 Stages at which stakeholder input was sought

At all Levels

4.4 Details of user satisfaction study done

Survey, Feedback , Questionnaire, interview, grievance redressal (email) and technical support

5. Strategy Adopted

(i) The details of base line study done,

Base Line Survey is being conducted in all the twenty districts using structured and semi structured questionnaire. Survey is being conducted among adult female of 18 years or above, Parents or Guardians of adolescent girls, Adolescent girls 12-18 years, ever married women 15-49 years and Kanyashree beneficiaries in 24000 households by third party agency (Nielsen).

(ii) Problems identified,

Lack of man power and infrastructure at some schools, Poor Internet connectivity in remote areas and inadequate coverage by banks.

(iii) Roll out/implementation model,

Rolled out for all the districts of the state simultaneously. Trainings have been provided to more than 100 programmes including those at State level and 20 District Project Management Unit levels.

The stakeholders are: DMs, ADMs, DSWOs, DPOs, DIOs, SDOs, BDOs, CDPOs, Sub Inspector of Schools (SI), BIODs, Heads of Institutions (Schools/Colleges). Continuous awareness programmes are being held through Melas across the state. Kanyashree Diwas was held simultaneous in all block, sub-divisions, district and state head quarter at 1:00 pm on 14th August 2014.

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(iii) Communication and dissemination strategy and approach used.):

Training has been provided to block, district level and state functionaries. DIOs, Dis, SIs have also been oriented. Banners and hoardings have been placed in all districts of the state.

6. Technology Platform used-

(i) Description,

Open source web technology (php & postGresql)

(ii) Interoperability

NA

(iii) Security concerns

The site is https enabled. Cyber Security standards are also well maintained.

(iv) Any issue with the technology used

No

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

NA

7. **Citizen centricity and relevance** (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfillment etc. #)

7.1 Details about impact on effort and time invested by user

The online system is user friendly for all type of users. Moreover, beneficiaries can generate the status of their application instantly through the system.

7.2 Feedback Mechanism

Survey, Questionnaire and online feedback mechanism.

7.3 Audit trails

Details of all visitors of the site are duly recorded in the database.

7.4 Interactive Platform for service delivery

Yes, the platform is interactive in nature for service delivery.

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7.5 Need gap fulfillment

The Central Plan Scheme Monitoring System (CPSMS) under the Ministry of Finance, Government of India is being incorporated within the system for gap fulfillment.

8 User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

Web, SMS and Email are the service delivery channels used for beneficiaries.

(ii) Completeness of information provided to the users,

The portal is regularly updated with new information's and orders from the department regarding the scheme.

(iii) Accessibility (Time Window),

Kanyashree online 2.0 is an online system and thus it is accessible 24 x 7 x 365 days.

(iv) Distance required to travel to Access Points

As forms are available at all educational institutions, a beneficiary need not to travel in any access point.

(v) Facility for online/offline download and online submission of forms,

It is an online system and all forms are submitted through the secured web based system.

(vi) status tracking

Facilities have been provided for each applicant to check their status at any time using their unique ID numbers.

9. Efficiency Enhancement (Give specific details about the following #)

(i) Volume of transactions processed

The expected target of beneficiary was 16 lakh of which the portal has registered 17.8 lakhs applications of which 16.8 lakh approx. have been sanctioned as on date.

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(ii) Coping with transaction volume growth

For coping with transaction volumes, additional servers are used for maintaining vibrant speed.

(iii) Time taken to process transactions,

5-10 minutes (approx.) which also depends on the internet speed.

(iv) Accuracy of output,

100% accurate

(v) Number of delays in service delivery

It's an end-to-end online system, hence no delays in service delivery is encountered.

10. Cost to User (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc. #)

Nil

11. Citizen Charter (Give details about present of citizen charter describing standard/ information on services and its adherence for service delivery etc.)

NA

12. Problem Resolution and Query Handling (Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

Online feedback systems, helpdesk mail service, telephonic support are mechanisms of problem handling and query handling.

13. Privacy & Security Policy (Give details about security technique deployed, use of digital signatures, encryption etc. #)

The Site is https enabled and Salted MD5 encryption for password is used. The generation of digital signatures for of all stakeholders is also in process.

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14. **Innovation** (Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc. #)

NA

15. **e-Inclusion** (Give details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

The whole system is English as portal language along with user friendly buttons for web logins and online submission of forms.

16. **Sustainability** (Give details about sustainability w.r.t. technology (technology use, user privacy, security of information shared-Digital Signature/Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #))

Incorporation of Digital Signatures at all the user levels is in process and is being facilitated by NIC- West Bengal. Dedicated hiring of staff for the portal is also at the completion mode.

17. **Number of users and services** (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc. #)

Visitor Count 13 lakh till 26/08/2014, No. of users 15 thousand (approx.)

18. **Result Achieved/ Value Delivered** to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

The organization has received around national and international acclaim in respect with the success of the scheme.

(ii) To citizen

Beneficiaries covered under the scheme are 1679769 till date.

(iii) Other stakeholders

NA

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19. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

G2C

20. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

NA

(ii) Measures to ensure replicability

NA

(iii) Restrictions, if any, in replication and or scalability

NA

(iv) Risk Analysis

NA

21. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

NA

22. Other distinctive features/ accomplishments of the project:

NA

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.